

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

June 1, 2005

Changes in Communicating to Benefits Administrators

This inaugural issue of *Health Benefits E-News* represents the first step in changes we are introducing for Benefits Administrator communications. You will continue to receive Benefits Administrator Numbered Memos, which serve as important updates to health benefits program policies, in a separate e-mail communication as warranted. *Health Benefits E-News* will convey other information not related to policy issues, such as distribution of communications materials, program news, Open Enrollment periods or the availability of enrollment information in FTP folders. In the event of breaking news, we will be sending a *Health Benefits E-News Extra*. As always, your input is appreciated!

Look for COVA Care Member Handbook Amendment with Anthem ID Card

A new 2005 COVA Care Member Handbook Amendment will be included in the Anthem ID card package for July 1, 2005 mailed to employees at their homes. ID cards will be mailed the week of June 20. Attached is a copy of the amendment. It will be available soon on the DHRM Web site under Compensation and Benefits, For Employees, COVA Care at www.dhrm.virginia.gov.

Procedure Continues to Deal with Incorrect Addresses on ID Card Packages

The procedure developed last year to handle bad addresses on ID card packages will be the same in the coming plan year. Anthem will send lists of incorrect addresses monthly, and Kaiser will distribute envelopes with bad addresses directly, to the appropriate agency Benefits Administrators for updating in BES. If an employee or retiree group member has not received one or more ID cards:

- Check for a correct mailing address in BES, and if the address is incorrect, instruct them to update the address on EmployeeDirect, or ask them for a correct address and then key it in BES.
- The employee/retiree group member should then be instructed to call each of the COVA Care plan administrators (or Kaiser if appropriate) to request an ID card package.

Flexible Reimbursement Account (FRA) Agency Enrollment Available This Month

Fringe Benefits Management Company (FBMC) received the July 1, 2005 plan year enrollment information from the Office of Health Benefits in late May. The data file includes all transactions processed through EmployeeDirect or entered into BES through close of business on May 23.

Look for a list from FBMC on June 10 in your FTP folder of your agency's employees and their election amounts. Use this report to ensure that payroll deductions for FRAs are set up on a timely basis. FBMC will also send a confirmation before July 1 to all employees who are included in this file transfer. Employees should be advised to review the confirmation for accuracy. Only clear and convincing errors will be considered by written request.

Eligibility for CommonHealth Clarified

New locations were added this year to the CommonHealth wellness program because of the *Healthy Virginians* initiative. Attached for your information is a letter sent to CommonHealth Coordinators clarifying eligibility and programs offered.

On the Horizon...

- ***Week of June 20:*** ID cards will be mailed to go into effect on July 1, 2005. COVA Care members will receive four separate ID cards, from Anthem, Medco, Delta Dental and ValueOptions. Only new Kaiser Permanente HMO members will receive cards.
- ***Payday on July 16:*** New health benefits premiums and the first FRA deduction will be reflected in employee paychecks.